

JARED STRATTON

Senior IT Operations Specialist

📞 506-259-7493 @ Stratton_10@hotmail.com

🌐 <https://github.com/EliteHuskie> 📍 Fredericton, New Brunswick

SUMMARY

Professional individual who thrives in learning new technologies and to overcome any challenges and obstacles in the way.

EXPERIENCE

Senior IT Operations Specialist

05/2023 - Present

Introhive

Fredericton

- Project-oriented tasks through JIRA.
- Managing devices through Microsoft Intune and Jamf.
- Configuring accounts using Google Workspace.

Technical Support Analyst

01/2022 - 05/2023

Introhive

Fredericton

- Supporting a SaaS solution focused on Customer Relationship Management (CRM).
- Owning and resolving customer issues that are submitted through support cases.
- Configuration requests for on-boarding of new customers and enabling features.

🌐 introhive.com

Cloud Application Engineering Analyst II

05/2021 - 12/2021

Skillsoft

Fredericton

- Monitoring and troubleshooting of the modern platform offered, Percipio.
- Deploying Hotfixes and Sprints to help improve stability, functionality and fix issues.
- Working in Ansible Tower, AWS, GitLab and Visual Studio Code.

Cloud Application Engineering Analyst I

10/2020 - 05/2021

Skillsoft

Fredericton

- Handling of escalated cases in Salesforce queue for issues that arise with platform.
- Managing Elastic Search cluster/shards as primary engineer responsible.
- On-call duties to ensure complete coverage of application around the clock.

🌐 skillsoft.com

Please visit LinkedIn below for complete work history

🌐 <https://www.linkedin.com/in/jared-stratton/>

EDUCATION

Information Technology: Desktop Support

09/2012 - 06/2013

New Brunswick Community College

Woodstock

High School

09/2007 - 06/2011

Hartland Community School

Hartland



STRENGTHS

★ Lifelong Learning

Continuous learning and improving skills, even outside work hours is essential to career development and achieving success.

ACHIEVEMENTS

💎 AWS Certifications

Obtaining multiple certifications for AWS takes numerous hours of studying and commitment to get to the end goal.

SKILLS

Amazon Web Services · GitHub/Lab ·

Google Workspace · Jamf · Linux ·

Microsoft Azure · Intune · SQL Server ·

VMware · Windows Server

LANGUAGES

English

Native

PASSIONS

♥ Cloud Computing

♥ Coding/Programming

♥ Self-Paced Learning